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## *The Public Service Commission State of South Carolina*

Jocelyn Boyd  
Chief Clerk/Executive Director  
Phone: (803) 896-5133  
Fax: (803) 896-5246

COMMISSIONERS  
Comer H. "Randy" Randall, Third District  
*Chairman*  
Florence P. Belser, Second District  
*Interim Vice Chairman*  
John E. "Butch" Howard, First District  
Thomas J. "Tom" Ervin, Fourth District  
Swain E. Whitfield, Fifth District  
Justin T. Williams, Sixth District  
  
G. O'Neal Hamilton, Seventh District

Administrative Department  
Phone: (803) 896-5100  
Fax: (803) 896-5246

January 22, 2020

Lorenda M. Younger

Columbia, SC

Dear Lorenda Younger,

This is to acknowledge receipt of your Letter of Protest/Comments to the Public Service Commission of South Carolina. Your Letter of Protest/Comments will be placed in the Protest File of the Docket listed below and on the Commission's Website at [www.psc.sc.gov](http://www.psc.sc.gov).

- [Docket No. 2019-281-S](#) - Application of Palmetto Utilities, Incorporated for Adjustment (Increase) of Rates and Charges, Terms and Conditions, for Sewer Service Provided to Customers in Its Richland and Kershaw County Service Areas

A Protestant is an individual objecting on the ground of private or public interest to the approval of an Application, Petition, Motion or other matters which the Commission may have under consideration. A Protestant may offer sworn testimony but cannot cross-examine witnesses offered by other parties.

According to the Commission's Rules of Practice and Procedure, filing a Protest does not make you a Party of Record. A Protestant desiring to become an Intervenor (i.e., a Party of Record) in a proceeding before the Commission may file a Petition for Intervention within the time prescribed by the Commission.

You can follow this Docket and other daily filings made at the Commission by subscribing to the Commission's Email Subscriptions at this link: <https://dms.psc.sc.gov/Web/Email>; or you can follow the individual Docket at the link listed below:

Docket No. 2019-281-S - Application of Palmetto Utilities, Incorporated for Adjustment (Increase) of Rates and Charges, Terms and Conditions, for Sewer Service Provided to Customers in Its Richland and Kershaw County Service Areas <https://dms.psc.sc.gov/Web/Dockets/Detail/117238>

If we may be of further assistance to you, please do not hesitate to contact us.

Sincerely,  
Becky Latimer



## Individual Complaint Form

Date\*: 01/14/2020

### Complainant or Legal Representative Information:

\* Required Fields

Name \* Lorenda M. Younger

Firm (if applicable)

Mailing Address \*

City, State Zip \* Columbia, SC 29229

Phone \*

E-mail

Name of Utility Involved in Complaint: \* Palmetto Utilities

### Type of Complaint (check appropriate box below.) \*

- |  |  |  |   |
|--|--|--|---|
| <input type="checkbox"/> Billing Error/Adjustments   | <input type="checkbox"/> Deposits and Credit Establishment | <input type="checkbox"/> Wrong Rate    | <input type="checkbox"/> Refusal to Connect Service |
| <input type="checkbox"/> Disconnection of Service  | <input type="checkbox"/> Payment Arrangements              | <input type="checkbox"/> Water Quality | <input type="checkbox"/> Line Extension Issue       |
| <input type="checkbox"/> Service Issue   | <input type="checkbox"/> Meter Issue                       |  |   |
| <input checked="" type="checkbox"/> Other (be specific) Increase in monthly rate from \$52.10 to \$66.62 |  |  |   |

Have you contacted the Office of Regulatory Staff (ORS)? \* ☐ Yes ☒ No

Name of  
ORS Contact:

### Concise Statement of Facts/Complaint: \* (This section must be completed. Attach additional information to this page if necessary.)

I am referencing Docket No. 2019-281-S. I was not happy that my rate went from \$26.50 to \$52.10. And now they want to raise it to \$66.62. Absolutely NOT. I am single and barely make ends meet as it is. Our cost to live is increasing but our salaries are NOT. When does it stop!?! I am being told that money was already set aside for Palmetto Utilities to repair pipes and other things that needed to be taken care of with the last increase, was used for beautification efforts.

### Relief Requested: \* (This section must be completed. Attach additional information to this page if necessary.)

I am asking that increase NOT be approved.

\*\*I GIVE THE PUBLIC SERVICE COMMISSION OF SOUTH CAROLINA PERMISSION TO PUBLISH THIS COMPLAINT AND ITS CONTENTS ON THE COMMISSION'S WEBSITE (dms.psc.sc.gov), AND I UNDERSTAND SUCH INFORMATION MAY BE SUBJECT TO PUBLIC SCRUTINY OR FURTHER RELEASE. ☐ ☐

Complainant's Signature\* (MUST BE SIGNED, DO NOT PRINT)

STATE OF SOUTH CAROLINA )  
COUNTY OF Richland )

### VERIFICATION

I, Lorenda M. Younger, Complainant's Name \* verify that I have read my complaint filed on 1/14/20 Date \*

and know the contents thereof, and that said contents are true.

Complainant's Signature \* (MUST BE SIGNED, DO NOT PRINT)

Internal Use Only

Processed By	Date



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State of South Carolina*

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January 22, 2020

Andrew Smalls

Columbia Sc 29229

Dear Andrew Smalls,

This is to acknowledge receipt of your Letter of Protest/Comments to the Public Service Commission of South Carolina. Your Letter of Protest/Comments will be placed in the Protest File of the Docket listed below and on the Commission's Website at [www.psc.sc.gov](http://www.psc.sc.gov).

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If we may be of further assistance to you, please do not hesitate to contact us.

Sincerely,  
Becky Latimer



## Individual Complaint Form

Date\*: 01/14/2020

### Complainant or Legal Representative Information:

\* Required Fields

Name \* Andrew Snalls

Firm (if applicable) \_\_\_\_\_

Mailing Address \* \_\_\_\_\_

City, State Zip \* Columbia, SC Phone \* \_\_\_\_\_

E-mail \_\_\_\_\_

Name of Utility Involved in Complaint: \* Palmetto Utilities

### Type of Complaint (check appropriate box below.) \*

- |   |  |  |   |
|---|--|--|---|
| <input type="checkbox"/> Billing Error/Adjustments  | <input type="checkbox"/> Deposits and Credit Establishment | <input type="checkbox"/> Wrong Rate    | <input type="checkbox"/> Refusal to Connect Service |
| <input type="checkbox"/> Disconnection of Service   | <input type="checkbox"/> Payment Arrangements              | <input type="checkbox"/> Water Quality | <input type="checkbox"/> Line Extension Issue       |
| <input type="checkbox"/> Service Issue  | <input type="checkbox"/> Meter Issue                       |  |   |
| <input checked="" type="checkbox"/> Other (be specific) <u>Increase in monthly rate from \$52.10 to \$66.62</u> |  |  |   |

Have you contacted the Office of Regulatory Staff (ORS)? \* ☐ Yes ☒ No

Name of ORS Contact: \_\_\_\_\_

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### Relief Requested: \* (This section must be completed. Attach additional information to this page if necessary.)

I am asking that increase NOT be approved.

**\*\*I GIVE THE PUBLIC SERVICE COMMISSION OF SOUTH CAROLINA PERMISSION TO PUBLISH THIS COMPLAINT AND ITS CONTENTS ON THE COMMISSION'S WEBSITE (dms.psc.sc.gov), AND I UNDERSTAND SUCH INFORMATION MAY BE SUBJECT TO PUBLIC SCRUTINY OR FURTHER RELEASE.** ☐ ☐

Complainant's Signature\* (MUST BE SIGNED, DO NOT PRINT)

STATE OF SOUTH CAROLINA )  
COUNTY OF Richland )

### VERIFICATION

I, Andrew Snalls Complainant's Name \* verify that I have read my Complaint filed on 1/14/20 Date \*

and know the contents thereof, and that said contents are true.

Complainant's Signature \* (MUST BE SIGNED, DO NOT PRINT)

Internal Use Only

Processed By	Date
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RECEIVED FOR PROCESSING - 2020 January 22 2:46 PM - SCPSC - 2019-281-S - Page 4 of 6



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Jocelyn Boyd  
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January 22, 2020

Crystal K. Strong

Columbia, SC 29229

Dear Crystall Strong,

This is to acknowledge receipt of your Letter of Protest/Comments to the Public Service Commission of South Carolina. Your Letter of Protest/Comments will be placed in the Protest File of the Docket listed below and on the Commission's Website at [www.psc.sc.gov](http://www.psc.sc.gov).

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Sincerely,  
Becky Latimer



## Individual Complaint Form

Date\*: 01/14/2020

### Complainant or Legal Representative Information:

\* Required Fields

Name \* Crystal K. Strong

Firm (if applicable):

Mailing Address \*

City, State Zip \* Columbia SC

Phone \*

E-mail

Name of Utility Involved in Complaint: \* Palmetto Utilities

### Type of Complaint (check appropriate box below.) \*

- |  |  |  |   |
|--|--|--|---|
| <input type="checkbox"/> Billing Error/Adjustments   | <input type="checkbox"/> Deposits and Credit Establishment | <input type="checkbox"/> Wrong Rate    | <input type="checkbox"/> Refusal to Connect Service |
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Name of  
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Complainant's Signature\* (MUST BE SIGNED, DO NOT PRINT)

STATE OF SOUTH CAROLINA )

COUNTY OF Richland )

### VERIFICATION

I, Crystal K. Strong

Complainant's Name \*

verify that I have read my complaint filed on 1/14/20

Date \*

and know the contents thereof, and that said contents are true.

Complainant's Signature\* (MUST BE SIGNED, DO NOT PRINT)

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RE	